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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 18978.13-2009

**Ergonomic requirements for office work with visual display
terminals (VDTs) -- Part 13: User guidance**

使用视觉显示终端(VDTs)办公的人类工效学要求 第13部分：用户指南
(English Translation)

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Foreword

GB/T 18978 "use of visual display terminals (VDTs) Ergonomic requirements for office" covers the use of visual display terminals involved Hardware and software requirements for ergonomics, divided into 17 sections.

Part 1. Overview

Part 2. Guide to mission requirements Part 3. Visual display requirements Part 4. Keyboard requirements Part 5. Table layout and postural requirements Part 6. Work Environment Guide Part 7. display requirements with reflection Part 8. The color display requirements Part 9. requirements for non-keyboard input devices Part 10. Dialogue principles Part 11. Usability Guidelines Part 12. Information presented Part 13. User's Guide Part 14. Menu dialogues Part 15. Command dialogues Part 16. Direct operating dialogue Part 17. Dialogue sheet this section is GB/T Part of 1,318,978.

This section identical with ISO 9241-13:1998 "using a visual display unit 13 terminals

(VDTs) Ergonomic requirements for office Score. User's Guide "(in English).

Appendix A of this section and Appendix B is an informative annex.

This part of the National Standardization Technical Committee on Ergonomics of human and centralized.

This section drafted by. Institute of Psychology, Chinese Academy of Sciences, China National Institute of Standardization, Tsinghua University.

Introduction

This section relates to the provisions of the software user interface User's Guide.

The main purpose of the User's Guide is to help users interact with the system from the following aspects.

- Improve the efficiency of the system;
- Avoid unnecessary cognitive load;
- Help users manage error situations;
- Provide support for users of different skill levels.

This section applies to the following users.

- User guide designers, they use this part in the development process;
- Development Tools User Guide designers, use these tools by dialogue;
- Product buyers in the product procurement process they will refer to this section, end users benefit from it;
- Responsible for ensuring that products meet the requirements of this part of the user.

The ultimate beneficiaries will be part of the end-user visual display terminal, ergonomic recommendations given in this section is to meet these users. Although the end-user may not read this part, we do not even know it exists, but it can adopt recommendations in this section Enhance the availability and consistency of the user interface, thereby improving efficiency.

Application of this section relates to prospective users, user environment and task understanding. User tasks should be listed, and made clear that key tasks, that is the most commonly used and the most important task.

Information Appendix A shows how to use this part of the proposal.

Taking into account the practical factors, this part of the structure described in the user guide recommends.

- General guidelines recommend (see Chapter 5);
- Prompt (see Chapter 6);
- Feedback (see Chapter 7);
- Status Information (see Chapter 8);
- Error Management (see Chapter 9);
- Online help (see Chapter 10).

GB/T 18978.13-2009/ISO 9241-13:1998 Use of visual display terminal (Vp DT Ju) Office of Human Ergonomic requirements - Part 13. User's Guide

1 Scope

GB/T 18978 in this part of the assessment of the property and its software user interface guides the user to provide advice. Users in this Part Guide refers to user requirements should be part of or supplementary information provided by the system automatically provides regular human-computer dialogue. As provided in this section a Supplementary general guidelines for, GB/T 18978 12, 14 first part provides specific dialogue user guide recommendation.

This section applies to those interacting components help users recover from error status. Recommendations in this section covered include tips, feedback and Status, error management, online help, and general advice for all of these types of user guide.

Although it is possible to provide user support, but this in part by other means (such as system performance online tutorials, online documents, intelligent help) it does not involve these ways.

Recommendations set forth in this section does not depend on the specific application, environment, or implementation technology. For those who have a special information and behavior Typically needed.

And GB/T 18978, like the rest of this section may be fully or partially adopted. For example, if the software does not provide browsable help Help, it does not refer to the user guide in this regard recommendation.

2 Normative references

The following documents contain provisions which, through reference GB/T 18978 in this section constitute provisions of this section. Where undated references Documents, all subsequent amendments (not including errata content) or revisions do not apply to this section, however, encouraged to reach under this section Research into whether the parties to the agreement to use the latest versions of these documents. Anyone who does not

dated reference documents, the latest version applies to this section.

GB/T 18978.12-2009 use of visual display terminals (VDTs) Ergonomic requirements for office - Part 12. Information was Now (ISO 9241-12:1997, IDT) ISO 9241-14:1997 use of visual display terminals (VDTs) Ergonomic requirements for office Part 14. Menu dialogues ISO 9241-15:1997 use of visual display terminals (VDTs) Ergonomic requirements for office - Part 15. Command dialogues ISO 9241-16:1997 use of visual display terminals (VDTs) - Part 16 office ergonomics requirements. direct operation dialogue ISO 9241-17:1998 use of visual display terminals (VDTs) Ergonomic requirements for office - Part 17. Dialogue sheet

3 Terms and Definitions

The following terms and definitions apply to this section.

Independent of the current task context browsable help. Users can access the desired order or sequence of Help topics.

Help text or Help Topics range from user tasks, and finally enter the user's current position of the target selection, system or software, Current mode system or software.

GB/T 18978.13-2009/ISO 9241-13:1998